NewMMIS Job Aid: Link Accounts

As an authorized provider user, you can create subordinate accounts and assign services, such as Claim Submission and Status, for your staff members and link staff member accounts to other providers and billing entities in your practice.

The Primary User within each organization must ensure that each person that requires access is assigned a unique user ID. Sharing user IDs and passwords is a violation of the Virtual Gateway (VG) Terms and Conditions. Each user is prompted to agree with the VG Terms and Conditions upon initial sign-in on any Commonwealth VG hosted application (e.g., MMIS). Each user must be made aware that they are responsible for the use of the ID and that it may be terminated if the user violates the VG Terms and Conditions.

The primary user will need to make changes to subordinate accounts, such as changing services, resetting passwords, or removing subordinate accounts that are no longer in use.

This job aid describes how to link a subordinate account (User ID) to a provider.

Link Accounts

From the **Provider Online Service Center** home page:

1. Click **Administer Account**.

2. Click **Manage Subordinate Accounts**.

3. Choose the Provider ID Service/Location from the Provider drop-down menu.

   Note: This is the Provider ID/SL that you want to link the subordinate to.

On the **Link Subordinate** button:

4. Enter the **username** of the subordinate.

   Note: This is the Virtual Gateway User ID that was generated at the time this User's account was created.

5. Move the services you want the subordinate to have access to from the **Available Services** column to the **Assigned Services** column by clicking the forward arrow key.

6. Click **Submit**.